



Palmetto Wastewater Reclamation, LLC

Subject: **TOWN HALL MEETING**
6:30pm – 8:30pm
Tuesday, October 4th, 2011
DoubleTree by Hilton
2100 Bush River Road

Dear Alpine and Woodland Customers:

Approximately 30 days ago you received our letter announcing the acquisition of Alpine and Woodland Utilities by Palmetto Wastewater Reclamation, LLC (PWR).

In that letter we briefly addressed a few of the priorities we intend to initially focus our efforts as we go forward. Certainly these priorities include minimizing the number of, and providing better response time, to Sanitary Sewer Overflows (SSOs) by making long-needed improvements to the collection systems and treatment facilities.

While making the needed improvements to the treatment plants and collection systems is critical, PWR is also committed to providing exemplary customer service. Improvements in service, such as on-line bill pay options will be made available soon. We also discussed our intent to hold public meetings where we might get together with our customers to discuss in more detail the issues that are most important to YOU. These meetings will allow you to directly voice any concerns or issues you feel are important, including how the cost of system repairs will affect future wastewater rates.

Please plan to attend our TOWN HALL MEETING to be held at the DoubleTree Hotel on Tuesday evening, October 4th, so that your voice may be heard.

PWR appreciates all of our customers and we hope you will find this to be a refreshingly open discussion of how the utility works and how you may be involved.

Sincerely,
Palmetto Wastewater Reclamation, LLC

1710 Woodcreek Farms Rd, Elgin, SC 29045
Main: 803-699-2422; Fax: 803-699-2423
Office Hours: 8:30-4:30 Monday-Friday



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*Press Release**August 9, 2012***Palmetto Wastewater Reclamation – Customer Meeting**

It has been one year since we acquired Alpine and Woodland Utilities in the Irmo-St. Andrews area, and began the long-needed renovation of these wastewater systems.

We will be holding another public meeting for our Alpine customers to come together to discuss the improvements made to the system and to the treatment plant, as well as the impact on customers' rates and the future needs of the utility.

Alpine customers, please plan to attend our public meeting to be held at 6:30 p.m., Tuesday August 14th at the Double Tree by Hilton, 2100 Bush River Road. We look forward to hearing from you as we work to improve both this system and our customer service and eliminate sewage spills from the area.

Contact: Rick Melcher
979-319-0966